

BEFORE THE
POSTAL REGULATORY COMMISSION
WASHINGTON, D.C. 20268-0001

RETAIL ACCESS OPTIMIZATION INITIATIVE,
2011

Docket No. N2011-1

**NOTICE OF UNITED STATES POSTAL SERVICE CONCERNING ERRATA
TO RESPONSE OF WITNESS BOLDT TO NAPUS INTERROGATORY
NAPUS/USPS-T1-34(d) [ERRATA]**
(September 1, 2011)

The United States Postal Service (Postal Service) hereby provides notice that it is filing errata to the response of witness Boldt to Interrogatory NAPUS/USPS-T1-34(d), which was filed on August 19, 2011. A copy of the revised response to NAPUS/USPS-T1-34 is attached to this notice. The corrected text to subpart (d) is shown in gray highlighted text.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

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**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS BOLDT
TO NAPUS INTERROGATORY**

NAPUS/USPS-T1-34

Please refer to USPS-T-1, page 18, lines 2 through 8.

- (a) Please explain the process for filling a vacant Postmaster position, and enumerate the circumstances under which a Postmaster vacancy would not be filled.
- (b) Please identify the post offices that are currently suspended for which there is a Postmaster vacancy.
- (c) Is a post office considered vacant if an officer-in-charge is managing the facility?
- (d) Please indicate the specific criteria and threshold for concluding that there is "insufficient customer demand."
- (e) Please indicate the specific criteria and threshold for concluding that there is available "alternative access channels."
- (f) Please indicate who determines that there exists "alternative access channels."

RESPONSE

- (a) A vacant Postmaster position is filled by following the Personnel Selection Process through eCareers. Several factors can lead to a Postmaster position not being filled, starting with general awareness that the Postal Service is in the process of realigning its workforce to match declining mail volume, customer visits, and retail transactions. Since it is easier on employees and for the Postal Service to eliminate a position that is not occupied by an incumbent, delaying the filling of positions is a strategy that has been used widely in the Postal Service. Other factors that can delay the filling of postmaster vacancies include whether (1) the operations of an office have been suspended, (2) it has a low workload or demand, and (3) the physical presence of nearby alternate (and brick/mortar) access options for customers.

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RESPONSE to NAPUS/USPS-T1-34 (continued)

- (b) None of the approximately 2800 low earned workload category Post Offices under review as part of the RAO Initiative was suspended at the time of the filing of the request.
- (c) Neither a Postmaster position nor a Post Office is vacant simply because the facility is being managed by an Officer-in-Charge. The OIC could be managing the office because the Postmaster is detailed, on leave, or in training.
- (d) According to Section 212.4 of Handbook PO-101, “[i]nsufficient customer demand, evidenced by declining or low volume, revenue, revenue units, local business activity, or local population trends, may lead to a decision to study.”
- (e) In the context of a particular discontinuance study, availability of “alternative access channels” is evaluated by examining the proximity of nearby postal retail locations (brick and mortar), as well as CPUs, VPOs and Community Post Offices, private retail stores that sell stamps through consignment, Approved Shippers, and retail partner alliances such as those with local Office Depot stores. Also sometimes taken into account is access by postal customers who can order stamps by mail or by phone, tools to which there is virtually universal access, or the increasing reach of broadband access.

Revised September 1, 2011

**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS BOLDT
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RESPONSE to NAPUS/USPS-T1-34 (continued)

(f) This is one of many factors evaluated by local postal management in the context of a given discontinuance study.